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Chase Earns Record Four TNS Choice Awards for Outstanding Customer Satisfaction

NEW YORK – April 10, 2013 – Chase earned an unprecedented four awards for providing outstanding banking and investment services to its customers in 2013, according to TNS, the world's largest customer research company.

Chase earned National Achievement in Consumer Banking and in Premier Banking, as well as Regional Achievement in the East United States and West United States categories.

"We work hard to make our customers' lives easier through customer service, convenience and technology," said Ryan McNerney, CEO of Consumer Banking at Chase, which serves 52 million U.S. consumer households. "Customers do more business with us because they appreciate that we put their needs first."

The TNS Choice Awards recognize financial institutions who are the best among their peers in acquiring, retaining and developing customers. TNS conducted interviews with 20,000 consumers across the United States to determine their top selections.

"To win four TNS Choice Awards in a single year is an unprecedented achievement," said TNS Executive Vice President Jim Meyer. "No other TNS Choice Winner has ever won more than two."

The Premier Banking award reflects outstanding service to customers with assets greater than \$100,000.

"We have put a lot of focus on serving our affluent customers," said Barry Sommers, CEO of Chase Wealth Management. "These customers expect a higher level of service and we're extremely pleased that TNS's research shows Chase provides that."

About Chase

Chase is the U.S. consumer and commercial banking business of JPMorgan Chase & Co. (NYSE: JPM), a leading global financial services firm with assets of \$2.4 trillion and operations in more than 60 countries. Chase serves more than 50 million consumers and small businesses through more than 5,600 bank branches, 18,700 ATMs, credit cards, mortgage offices, and online and mobile banking as well as through relationships with auto dealerships. More information about Chase is available at www.chase.com.